

EBT Coordinator Update



FROM PAPER TO PLASTIC

#11 October 24, 2001

As with all EBT Coordinator updates, please share this information with staff in your agency.

CSI Name Has Changed

Citicorp Service Inc. (CSI) has changed their name to Citicorp Electronic Financial Services (CEFS). Most folks simply refer to the organization as Citibank.

Recipient Customer Service Complaints

Recipient Customer Service calls are routed to the CEFS customer service center in India. We have reported to CEFS that there have been complaints from customers who did not understand the representatives as they spoke too quickly. CEFS has responded that customer service management will pay special attention and monitor for responses that may not be clear because of the speed and clarity of the response. When they locate a representative that is responding this way, they will coach/train them on the criticality of responding in a clear and understandable way and then perform follow-up monitoring of that representative.

Please continue to report complaints regarding a customer service representative to the DES CARES Information & Problem Resolution Center. Provide the customer service representative's name and the date/time the call was made so that we can follow-up with CEFS.

PIN Selection through the Automated Response Unit

Tell cardholders who are selecting a PIN for the first time to choose the **PIN replacement** option after they have entered the sixteen-digit card number followed by the pound sign. This option should be chosen for PIN replacement and an initial PIN. This is the only ARU option relating to PIN selection that is available to the caller. References: ARU Video, WI EBT Helpline Script at <https://workweb.dwd.state.wi.us/des/ebt/>.

Operations Memo 01-52

The dormancy policy change was effective 9/1/01. Operations Memo 01-52 describes all of the changes that occurred in CARES and the CEFS system. The operations memo also discusses follow up procedures for local agencies to ensure that customers can access their QUEST accounts. It covers application, accounts with 60 days of non-activity, review or client contact, and accounts with 300 days of non-activity. Continue to review BI727A-BOM (C099) "EBT Account Balances Over \$5 That May Be Expunged" each month based on the criteria outlined in the operations memo.

As of 9/1/01, a new monthly report - CARES-BI737A-BOM (C098)-“ EBT Cases That Are Expunged” is produced on the first business day of the month. It lists cases that have expunged benefits for the previous month. If you have followed up with open FS cases during the designated points in time described in the operations memo, we expect that there should be very few cases on this report that are currently open for FS and have multiple months of EBT benefits that were expunged. For August 2001, 102 open FS cases statewide had expunged benefits. For September 2001, 212 open FS cases statewide had expunged benefits. (146 of the open FS cases are in Milwaukee. The first monthly benefit for Milwaukee’s largest EBT conversion group was September 2000.) If the FS case is open, it usually means that current benefits are expunged without the cardholder’s knowledge. They may have multiple denied transactions as a result. Review this report each month to determine if additional cardholder follow-up is needed.

Operations Memo 01-34

This operations memo describes a new version of the Authorization of Participant’s Representative form (DES 2375). It explains the difference between an authorized representative, authorized buyer, and /or alternate FS payee designation and the forms completion and CARES entries necessary to determine the appropriate QUEST card recipients.

800 Phone Number Problem

The 800 number problem on 10/3/01 was caused by an overload of the Ameritech server that manages toll-free numbers. Service was disrupted for calls originating in Ohio, Indiana, Wisconsin, Michigan and Illinois. This affected debit and credit cards operation, Citibank customer service, and CAPS devices.

CSI Customer Service Statistics for August 2001

Total client calls satisfied by the ARU: 207,493

Total client calls forwarded to Customer Service Reps – 22,497.

EBT Refresher Training

Do staff in your agency need EBT refresher training? Sharon Pomo and Judy Woelfel will be discussing EBT training at regional IM Supervisors meetings around the state in October and November 2001. Let your representative know in which areas you think additional EBT training is needed.

Have You Registered for EBT Updates?

There are 29 counties/tribes that still have not signed up for EBT updates on the DWD Partner email directory. We use this method of communication for urgent problems such as card issuance delays or transaction processing delays. Refer to EBT Coordinator Update #8 for instructions to register for EBT updates. You can find all the EBT coordinator updates on the DWD workweb at <https://workweb.dwd.state.wi.us/des/ebt/>.

The counties/tribes that have not registered are: Bad River tribe, Barron, Calumet, Clark, Dodge, Door, Dunn, Fond du Lac, Forest, Green, Iowa, Lac du Flambeau tribe, La Crosse, Manitowoc, Marquette, Oneida, Ozaukee, Pepin, Pierce, Red Cliff tribe, Sauk, Sawyer, Sheboygan, Sokaogon tribe, St. Croix tribe, Trempealeau, Washington, Waushara, and Winnebago.

EBT project staff can’t update information for individuals or remove individuals from this directory. To remove someone from the DWD Partner email directory, call the DWD Help Desk at (608) 266-7252.